

AMENDMENTS TO THE CLAIMS¹

1. (Currently Amended) A ~~central service center~~ system for tracking at least one of a device state and a device event of a remotely located device, comprising:

a receiver configured to receive at least one of a device state and a device event of a the remotely located device; and

AB a digital storage system configured to maintain a history of (1) the at least one of a the device state and a the device event of the remotely located device, and (2) a service history of the remotely located device;

an analyzer configured to analyze the at least one of the device state and the device event of the remotely located device; and

sub a service depot configured to receive at least one of (1) a maintenance request, (2) a repair request, and (3) a repair recommendation from the analyzer over a Wide Area Network (WAN) and to transmit at least one of a maintenance request and a repair request to the remotely located device over the WAN.

✓ 2. (Canceled).

3. (Currently Amended) The ~~central service center~~ system as claimed in claim 2 1, wherein the Wide Area Network comprises the Internet.

4. (Currently Amended) The ~~central service center~~ system as claimed in claim 2 1, further comprising a transmitter configured to transmit the service history to the ~~at least one of a device dealer and a service center~~ service depot.

¹ This listing of claims will replace all prior versions and listings of claims in the application.

✓ 5. (Canceled).

6. (Currently Amended) The ~~central-service-center~~ system as claimed in claim 2 1, wherein the receiver comprises a configuration receiver configured to obtain system information from the device over a Wide Area Network.

AB 7. (Currently Amended) The ~~central-service-center~~ system as claimed in claim 1, wherein the device comprises a business office machine.

8. (Currently Amended) The ~~central-service-center~~ system as claimed in claim 7, wherein the business office machine comprises at least one of a copier, a printer, a fax, a scanner, and a thin server.

9. (Currently Amended) The ~~central-service-center~~ system as claimed in claim 1, wherein the remotely located device comprises a mobile unit.

10. (Currently Amended): The ~~central-service-center~~ system as claimed in claim 9, wherein the mobile unit comprises at least one of an automobile, a boat, a train, and an airplane.

11. (Currently Amended) A computer program product, comprising: a computer storage medium and a computer program code mechanism embedded in the computer storage medium for causing a computer of a ~~central-service-center~~ system to track at least one of a

device state and a device event of a remotely located device, the computer program code mechanism comprising:

a first computer code device configured to receive at least one of a device state and a device event of a the remotely located device; and

a second computer code device configured to maintain a history of (1) the at least one of the a device state and the a device event of the remotely located device, and (2) a service history of the remotely located device;

a third computer code device configured to analyze the at least one of the device state and the device event of the remotely located device; and

a fourth computer code device configured to cause a service depot to receive at least one of (1) a maintenance request, (2) a repair request, and (3) a repair recommendation from the third computer code device over a Wide Area Network (WAN) and to transmit at least one of a maintenance request and a repair request to the remotely located device over the WAN.

✓ 12. (Canceled).

13. (Currently Amended) The computer program product as claimed in claim ~~12~~ 11, wherein the Wide Area Network comprises the Internet.

14. (Currently Amended) The computer program product as claimed in claim ~~12~~ 11, further comprising:

a ~~sixth~~ fifth computer code device configured to transmit the service history to the ~~at least one of a device dealer and a service center~~ service depot.

✓ 15. (Canceled).

16. (Currently Amended) The computer program product as claimed in claim ~~12~~ 11, wherein the first computer code device comprises a ~~sixth~~ fifth computer code device configured to obtain system information from the device over a Wide Area Network.

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17. (Original) The computer program product as claimed in claim 11, wherein the device comprises a business office machine.

18. (Original) The computer program product as claimed in claim 17, wherein the business office machine comprises at least one of a copier, a printer, a fax, a scanner, and a thin server.

19. (Original) The computer program product as claimed in claim 11, wherein the remotely located device comprises a mobile unit.

20. (Original) The computer program product as claimed in claim 19, wherein the mobile unit comprises at least one of an automobile, a boat, a train and an airplane.

21. (Currently Amended) A computer-implemented method comprising:
receiving at least one of a device state and a device event of a remotely located device; and

maintaining a history of (1) the at least one of the a device state and the a device event of the remotely located device and (2) a service history of the remotely located device;

analyzing the at least one of the device state and the device event of the remotely located device;
receiving by a service depot, at least one of (1) a maintenance request, (2) a repair request, and (3) a repair recommendation over a Wide Area Network (WAN); and
transmitting at least one of a maintenance request and a repair request to the remotely located device over the WAN.

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✓ 22. (Canceled).

23. (Currently Amended) The computer-implemented method as claimed in claim 22 21, wherein the Wide Area Network comprises the Internet.

24. (Currently Amended) The computer-implemented method as claimed in claim 22 21, further comprising:

transmitting the service history to the service depot.

✓ 25. (Canceled).

26. (Currently Amended) The computer-implemented method as claimed in claim 22 21, wherein the step of receiving the at least one of the device state and the device event comprises:

obtaining system information from the device over a Wide Area Network.

27. (Original) The computer-implemented method as claimed in claim 21, wherein the device comprises a business office machine.

28. (Original) The computer-implemented method as claimed in claim 27, wherein the business office machine comprises at least one of a copier, a printer, a fax, a scanner, and a thin server.

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29. (Original) The computer-implemented method as claimed in claim 21, wherein the remotely located device comprises a mobile unit.

30. (Original) The computer-implemented method as claimed in claim 29, wherein the mobile unit comprises at least one of an automobile, a boat, a train and an airplane.
